Corrections

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Corrections	Application Services	Danielle Hood	4 0	4 0
		Dustin Crump	4 0	4 0
		Assigned to Individual Total	8 0	8 0
	Application Support	Branden Thomas	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Campus Networking	Tim King	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	4 4	4 4
		Eileen Dubach	2 2	2 2
		James Stearns	1 1	1 1
		Julie VanBeekum	4 4	4 4

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Corrections

			Low	FCR Total
Corrections	Help Desk	Vicky Marrelli	3 / 3	3 / 3
		Assigned to Individual Total	14 / 14	14 / 14
	Metro A Help Desk	Ed Conrad	1 / 1	1 / 1
		Liz Evans	1 / 1	1 / 1
		Assigned to Individual Total	2 / 2	2 / 2
	Metro B Help Desk	Val Shepherd	1 / 1	1 / 1
		Assigned to Individual Total	1 / 1	1 / 1
	Metro C Desktop Support	Benjamin Moore	11 / 0	11 / 0
		Ed Radke	9 / 5	9 / 5
		Jeff Curtis	10 / 0	10 / 0
		Ken Knobel	20 / 0	20 / 0
		Tammy Black	16 / 6	16 / 6
		Troy Buchanan	11 / 4	11 / 4
		Assigned to Individual Total	77 / 15	77 / 15

Corrections

			Low	FCR Total
Corrections	Metro C Help Desk	Chris Olson	5 / 4	5 / 4
		Cliff Jensen	123 / 122	123 / 122
		Reed Stohel	161 / 151	161 / 151
		Ross Owen	73 / 67	73 / 67
		Assigned to Individual Total	362 / 344	362 / 344
	Metro C Hosting	Dana McDonald	2 / 0	2 / 0
		Jonathan Foster	1 / 0	1 / 0
		Robert England	3 / 0	3 / 0
		Assigned to Individual Total	6 / 0	6 / 0
	Network Operations	Jesse Fausett	1 / 0	1 / 0
		Assigned to Individual Total	1 / 0	1 / 0
	PCHELPS Gmail	Chris Olson	1 / 0	1 / 0
		Assigned to Individual Total	1 / 0	1 / 0
	Rural Central Desktop Support	Jay Barfuss	1 / 1	1 / 1

Corrections

			Low	FCR Total
Corrections	Rural Central Desktop Support	Jessica Purcell	2 2	2 2
		Paul Petersen	10 3	10 3
		Ron LeBaron	6 5	6 5
		Troy Morris	1 0	1 0
		Assigned to Individual Total	20 11	20 11
	Rural North Desktop Support	Kim Ratushniak	19 17	19 17
		Neil Smedley	3 1	3 1
		Ruston McKay	9 9	9 9
		Ryan Casey	4 0	4 0
		Wayne Higgs	1 0	1 0
		Assigned to Individual Total	36 27	36 27
	Rural South Desktop Support	Cole Gifford	17 13	17 13
		Doug Chaston	2 2	2 2
		Julie Christensen	11 6	11 6

Corrections

			Low	FCR Total
Corrections	Rural South Desktop Support	Lance Nay	4 3	4 3
		Lane Adams	1 0	1 0
		Ryan Bennett	1 0	1 0
		Assigned to Individual Total	36 24	36 24
	Storage Services	Robert England	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Strategic Communications	Dennis Rogers	1 0	1 0
		Luis Larios	3 0	3 0
		Assigned to Individual Total	4 0	4 0
	Voice Operations	Gail Christiansen	1 0	1 0
		James Gifford	1 0	1 0
		Romanza Hamblin Sorensen	4 2	4 2
		Assigned to Individual Total	6 2	6 2
	Assigned Group Total		578 440	578 440

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Corrections

	Low	FCR Total
Customer Company Total	578	578
	440	440

Corrections

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | Top Number - Total Incidents | |
| | | | Bottom Number - Missed Inital Response | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Corrections	Application Services	Danielle Hood	4 1	4 1
		Dustin Crump	4 0	4 0
		Assigned to Individual Total	8 1	8 1
	Application Support	Branden Thomas	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Campus Networking	Tim King	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	4 0	4 0
		Eileen Dubach	2 0	2 0
		James Stearns	1 0	1 0
		Julie VanBeekum	4 0	4 0

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Corrections

			Low	MIR Total
Corrections	Help Desk	Vicky Marrelli	30	30
		Assigned to Individual Total	140	140
	Metro A Help Desk	Ed Conrad	10	10
		Liz Evans	10	10
		Assigned to Individual Total	20	20
	Metro B Help Desk	Val Shepherd	10	10
		Assigned to Individual Total	10	10
	Metro C Desktop Support	Benjamin Moore	110	110
		Ed Radke	91	91
		Jeff Curtis	100	100
		Ken Knobel	200	200
		Tammy Black	160	160
		Troy Buchanan	110	110
		Assigned to Individual Total	771	771

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Corrections

			Low	MIR Total
Corrections	Metro C Help Desk	Chris Olson	50	50
		Cliff Jensen	1230	1230
		Reed Stohel	1611	1611
		Ross Owen	730	730
		Assigned to Individual Total	3621	3621
	Metro C Hosting	Dana McDonald	20	20
		Jonathan Foster	10	10
		Robert England	30	30
		Assigned to Individual Total	60	60
	Network Operations	Jesse Fausett	10	10
		Assigned to Individual Total	10	10
	PCHELPS Gmail	Chris Olson	10	10
		Assigned to Individual Total	10	10
	Rural Central Desktop Support	Jay Barfuss	10	10

Corrections

			Low	MIR Total
Corrections	Rural Central Desktop Support	Jessica Purcell	20	20
		Paul Petersen	100	100
		Ron LeBaron	60	60
		Troy Morris	10	10
		Assigned to Individual Total	200	200
	Rural North Desktop Support	Kim Ratushniak	191	191
		Neil Smedley	30	30
		Ruston McKay	90	90
		Ryan Casey	42	42
		Wayne Higgs	10	10
		Assigned to Individual Total	363	363
	Rural South Desktop Support	Cole Gifford	171	171
		Doug Chaston	20	20
		Julie Christensen	110	110

Corrections

			Low	MIR Total
Corrections	Rural South Desktop Support	Lance Nay	40	40
		Lane Adams	11	11
		Ryan Bennett	10	10
		Assigned to Individual Total	362	362
	Storage Services	Robert England	20	20
		Assigned to Individual Total	20	20
	Strategic Communications	Dennis Rogers	10	10
		Luis Larios	30	30
		Assigned to Individual Total	40	40
	Voice Operations	Gail Christiansen	10	10
		James Gifford	10	10
		Romanza Hamblin Sorensen	40	40
		Assigned to Individual Total	60	60
	Assigned Group Total		5789	5789

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Corrections

	Low	MIR Total
Customer Company Total	578 9	578 9

Corrections

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

			Top Number - Total Incidents Bottom Number -Average time in hours	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**ATTIR Total**
Corrections	Application Services	Danielle Hood	4 0.53	4 0.53
		Dustin Crump	4 0.24	4 0.24
		Assigned to Individual Total	8 0.39	8 0.39
	Application Support	Branden Thomas	1 1.34	1 1.34
		Assigned to Individual Total	1 1.34	1 1.34
	Campus Networking	Tim King	1 0.67	1 0.67
		Assigned to Individual Total	1 0.67	1 0.67
	Help Desk	Brenda Treadway	4 0.05	4 0.05
		Eileen Dubach	2 0.04	2 0.04
		James Stearns	1 0.00	1 0.00
		Julie VanBeekum	4 0.00	4 0.00

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Corrections

			Low	ATTIR Total
Corrections	Help Desk	Vicky Marrelli	3 0.03	3 0.03
		Assigned to Individual Total	14 0.02	14 0.02
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Metro B Help Desk	Val Shepherd	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro C Desktop Support	Benjamin Moore	11 0.12	11 0.12
		Ed Radke	9 0.15	9 0.15
		Jeff Curtis	10 0.03	10 0.03
		Ken Knobel	20 0.12	20 0.12
		Tammy Black	16 0.02	16 0.02
		Troy Buchanan	11 0.05	11 0.05
		Assigned to Individual Total	77 0.08	77 0.08

Corrections

			Low	ATTIR Total
Corrections	Metro C Help Desk	Chris Olson	5 0.01	5 0.01
		Cliff Jensen	123 0.00	123 0.00
		Reed Stohel	161 0.02	161 0.02
		Ross Owen	73 0.02	73 0.02
		Assigned to Individual Total	**362** **0.02**	**362** **0.02**
	Metro C Hosting	Dana McDonald	2 0.07	2 0.07
		Jonathan Foster	1 0.00	1 0.00
		Robert England	3 0.13	3 0.13
		Assigned to Individual Total	**6** **0.09**	**6** **0.09**
	Network Operations	Jesse Fausett	1 0.14	1 0.14
		Assigned to Individual Total	**1** **0.14**	**1** **0.14**
	PCHELPS Gmail	Chris Olson	1 0.00	1 0.00
		Assigned to Individual Total	**1** **0.00**	**1** **0.00**
	Rural Central Desktop Support	Jay Barfuss	1 0.00	1 0.00

Corrections

			Low	ATTIR Total
Corrections	Rural Central Desktop Support	Jessica Purcell	2 0.00	2 0.00
		Paul Petersen	10 0.00	10 0.00
		Ron LeBaron	6 0.08	6 0.08
		Troy Morris	1 0.00	1 0.00
		Assigned to Individual Total	20 0.02	20 0.02
	Rural North Desktop Support	Kim Ratushniak	19 0.30	19 0.30
		Neil Smedley	3 0.11	3 0.11
		Ruston McKay	9 0.00	9 0.00
		Ryan Casey	4 0.74	4 0.74
		Wayne Higgs	1 0.90	1 0.90
		Assigned to Individual Total	36 0.27	36 0.27
	Rural South Desktop Support	Cole Gifford	17 0.15	17 0.15
		Doug Chaston	2 0.00	2 0.00
		Julie Christensen	11 0.13	11 0.13

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Corrections

			Low	ATTIR Total
Corrections	Rural South Desktop Support	Lance Nay	4 0.07	4 0.07
		Lane Adams	1 1.10	1 1.10
		Ryan Bennett	1 0.15	1 0.15
		Assigned to Individual Total	36 0.15	36 0.15
	Storage Services	Robert England	2 0.19	2 0.19
		Assigned to Individual Total	2 0.19	2 0.19
	Strategic Communications	Dennis Rogers	1 0.73	1 0.73
		Luis Larios	3 0.44	3 0.44
		Assigned to Individual Total	4 0.51	4 0.51
	Voice Operations	Gail Christiansen	1 0.00	1 0.00
		James Gifford	1 0.14	1 0.14
		Romanza Hamblin Sorensen	4 0.13	4 0.13
		Assigned to Individual Total	6 0.11	6 0.11
	Assigned Group Total		578 0.06	578 0.06

Corrections

	Low	ATTIR Total
Customer Company Total	578 0.06	578 0.06

Corrections

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MR Total**
Corrections	Application Services	Danielle Hood	4 1	4 1
		Dustin Crump	4 1	4 1
		Assigned to Individual Total	8 2	8 2
	Application Support	Branden Thomas	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Campus Networking	Tim King	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	4 0	4 0
		Eileen Dubach	2 0	2 0
		James Stearns	1 0	1 0
		Julie VanBeekum	4 0	4 0

Corrections

			Low	MR Total
Corrections	Help Desk	Vicky Marrelli	30	30
		Assigned to Individual Total	140	140
	Metro A Help Desk	Ed Conrad	10	10
		Liz Evans	10	10
		Assigned to Individual Total	20	20
	Metro B Help Desk	Val Shepherd	10	10
		Assigned to Individual Total	10	10
	Metro C Desktop Support	Benjamin Moore	110	110
		Ed Radke	91	91
		Jeff Curtis	100	100
		Ken Knobel	200	200
		Tammy Black	161	161
		Troy Buchanan	110	110
		Assigned to Individual Total	772	772

Corrections

			Low	MR Total
Corrections	Metro C Help Desk	Chris Olson	50	50
		Cliff Jensen	1230	1230
		Reed Stohel	1610	1610
		Ross Owen	730	730
		Assigned to Individual Total	3620	3620
	Metro C Hosting	Dana McDonald	20	20
		Jonathan Foster	10	10
		Robert England	30	30
		Assigned to Individual Total	60	60
	Network Operations	Jesse Fausett	11	11
		Assigned to Individual Total	11	11
	PCHELPS Gmail	Chris Olson	10	10
		Assigned to Individual Total	10	10
	Rural Central Desktop Support	Jay Barfuss	10	10

Corrections

			Low	MR Total
Corrections	Rural Central Desktop Support	Jessica Purcell	20	20
		Paul Petersen	100	100
		Ron LeBaron	60	60
		Troy Morris	10	10
		Assigned to Individual Total	200	200
	Rural North Desktop Support	Kim Ratushniak	190	190
		Neil Smedley	30	30
		Ruston McKay	90	90
		Ryan Casey	40	40
		Wayne Higgs	10	10
		Assigned to Individual Total	360	360
	Rural South Desktop Support	Cole Gifford	170	170
		Doug Chaston	20	20
		Julie Christensen	110	110

Corrections

			Low	MR Total
Corrections	Rural South Desktop Support	Lance Nay	40	40
		Lane Adams	10	10
		Ryan Bennett	10	10
		Assigned to Individual Total	360	360
	Storage Services	Robert England	20	20
		Assigned to Individual Total	20	20
	Strategic Communications	Dennis Rogers	10	10
		Luis Larios	32	32
		Assigned to Individual Total	42	42
	Voice Operations	Gail Christiansen	10	10
		James Gifford	10	10
		Romanza Hamblin Sorensen	40	40
		Assigned to Individual Total	60	60
	Assigned Group Total		5787	5787

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Corrections

	Low	MR Total
Customer Company Total	578	578
	7	7

Corrections

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Corrections	Application Services	Danielle Hood	4 2.54	4 2.54
		Dustin Crump	4 3.06	4 3.06
		Assigned to Individual Total	8 2.80	8 2.80
	Application Support	Branden Thomas	1 1.34	1 1.34
		Assigned to Individual Total	1 1.34	1 1.34
	Campus Networking	Tim King	1 0.67	1 0.67
		Assigned to Individual Total	1 0.67	1 0.67
	Help Desk	Brenda Treadway	4 0.05	4 0.05
		Eileen Dubach	2 0.04	2 0.04
		James Stearns	1 0.00	1 0.00
		Julie VanBeekum	4 0.00	4 0.00

Corrections

			Low	ATTR Total
Corrections	Help Desk	Vicky Marrelli	3 0.19	3 0.19
		Assigned to Individual Total	14 0.06	14 0.06
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Metro B Help Desk	Val Shepherd	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro C Desktop Support	Benjamin Moore	11 1.11	11 1.11
		Ed Radke	9 1.11	9 1.11
		Jeff Curtis	10 0.36	10 0.36
		Ken Knobel	20 0.35	20 0.35
		Tammy Black	16 1.87	16 1.87
		Troy Buchanan	11 0.36	11 0.36
		Assigned to Individual Total	77 0.87	77 0.87

Corrections

			Low	ATTR Total
Corrections	Metro C Help Desk	Chris Olson	5 0.01	5 0.01
		Cliff Jensen	123 0.00	123 0.00
		Reed Stohel	161 0.06	161 0.06
		Ross Owen	73 0.27	73 0.27
		Assigned to Individual Total	362 0.08	362 0.08
	Metro C Hosting	Dana McDonald	2 0.07	2 0.07
		Jonathan Foster	1 0.15	1 0.15
		Robert England	3 0.13	3 0.13
		Assigned to Individual Total	6 0.11	6 0.11
	Network Operations	Jesse Fausett	1 9.70	1 9.70
		Assigned to Individual Total	1 9.70	1 9.70
	PCHELPS Gmail	Chris Olson	1 0.32	1 0.32
		Assigned to Individual Total	1 0.32	1 0.32
	Rural Central Desktop Support	Jay Barfuss	1 0.00	1 0.00

Corrections

			Low	ATTR Total
Corrections	Rural Central Desktop Support	Jessica Purcell	2 0.00	2 0.00
		Paul Petersen	10 2.09	10 2.09
		Ron LeBaron	6 0.08	6 0.08
		Troy Morris	1 0.32	1 0.32
		Assigned to Individual Total	20 1.08	20 1.08
	Rural North Desktop Support	Kim Ratushniak	19 0.31	19 0.31
		Neil Smedley	3 0.11	3 0.11
		Ruston McKay	9 0.83	9 0.83
		Ryan Casey	4 0.79	4 0.79
		Wayne Higgs	1 0.98	1 0.98
		Assigned to Individual Total	36 0.49	36 0.49
	Rural South Desktop Support	Cole Gifford	17 0.37	17 0.37
		Doug Chaston	2 0.00	2 0.00
		Julie Christensen	11 0.27	11 0.27

Corrections

			Low	ATTR Total
Corrections	Rural South Desktop Support	Lance Nay	4 0.07	4 0.07
		Lane Adams	1 1.10	1 1.10
		Ryan Bennett	1 0.15	1 0.15
		Assigned to Individual Total	36 0.30	36 0.30
	Storage Services	Robert England	2 0.19	2 0.19
		Assigned to Individual Total	2 0.19	2 0.19
	Strategic Communications	Dennis Rogers	1 0.74	1 0.74
		Luis Larios	3 39.02	3 39.02
		Assigned to Individual Total	4 29.45	4 29.45
	Voice Operations	Gail Christiansen	1 0.00	1 0.00
		James Gifford	1 1.80	1 1.80
		Romanza Hamblin Sorensen	4 0.74	4 0.74
		Assigned to Individual Total	6 0.80	6 0.80
	Assigned Group Total		578 0.53	578 0.53

Corrections

	Low	ATTR Total
Customer Company Total	578	578
	0.53	0.53

Corrections

Detail

INC000000580380	Branwen Miller	EIS Hardware	None	None	TIR Missed: No	0.75
	Strategic Communications	Luis Larios	Corrections	Low	Closed	TTR Missed: Yes	100.25
INC000000582605	Jeff Bland	Application	Error	ZENworks for Desktops	TIR Missed: No	0.90
	Rural North Desktop Support	Wayne Higgs	Corrections	Low	Closed	TTR Missed: No	0.98
INC000000584120	Greg Sachs	Network	Error	None	TIR Missed: No	0.28
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.29
INC000000585459	Peggy Monson	EIS Hardware	None	None	TIR Missed: No	0.73
	Strategic Communications	Dennis Rogers	Corrections	Low	Closed	TTR Missed: No	0.74
INC000000585793	Alejandro Reyes-galdame	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000585804	Carolyn Price	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000585850	Cal Welch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000585864	Jeremy Bertram	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000585925	Glenda Torgerson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.22
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.41
INC000000585946	Shane Heaps	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586052	Teresa Bateman	None	None	Microsoft Excel	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586082	Jerry Thomas Jr	Network	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586084	Jason D Fowles	Network	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586086	Chris Coombs	Network	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586098	Pam Sorensen	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586140	Craig Burr	Network	Incident	None	TIR Missed: Yes	1.03
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	1.13

Corrections

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000586215	Jason K Nicholes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586236	Eric Barker	None	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: Yes	13.81
INC000000586238	Wenda Stoker	None	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586251	Bruce Snow	Application	Reporting	Microsoft Windows 7	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586256	Teresa Paul	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	
INC000000586266	Joseph Jensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586288	Steven Jennings	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586295	Tim Hibler	Telecom	None	None	TIR Missed: No		0.37
	Application Services	Danielle Hood	Corrections	Low	Closed	TTR Missed: No	2.12
INC000000586304	Mark Thomsen	None	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586312	Deborah Oviatt	None	None	Operations Management Syster	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586353	Wendy Horlacher	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586369	David Worthington	Application	Error	Adobe Acrobat	TIR Missed: No		0.06
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.06
INC000000586370	Brian Crump	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586389	Jerry Pope	Application	None	Utah Performance Management	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586415	Louis Heath	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.03
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.03
INC000000586433	Jennifer Starks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000586435	Ed Thacker	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

| Corrections | | | | | | | | |

INC000000586461	Jennifer Starks	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586492	Devin C Knaphus	Network	Password	Utah Department of Corrections	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586500	Collin Clifford	Application	None	Gmail	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586659	Dorthy Carsey	None	None	None	TIR Missed:	No	0.00
Metro C Desktop Support	Troy Buchanan	Corrections	Low		Closed	TTR Missed: No	1.51
INC000000586682	Jerrid Dockery	PC/Laptop	None	None	TIR Missed:	No	0.48
Rural Central Desktop Support	Ron LeBaron	Corrections	Low		Resolved	TTR Missed: No	0.48
INC000000586684	Timothy Jordan	Network	Error	None	TIR Missed:	No	0.17
Rural South Desktop Support	Julie Christensen	Corrections	Low		Closed	TTR Missed: No	0.30
INC000000586739	Peter Holt	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586743	Cami Ford	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586888	Todd Neil	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586895	Vida Betts	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586929	Deana M Kenyon	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586937	Branwen Miller	None	None	Microsoft Excel	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586955	Stefanie Coombs	None	None	None	TIR Missed:	No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000586984	Bart Mortensen	None	None	Offender Tracking	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low		Closed	TTR Missed: No	
INC000000587064	Stephen Tebben	Application	Error	Internet Explorer	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000587095	Amanda V Robinson	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000587102	Donald Morrell	None	None	None	TIR Missed:	No	0.00
Metro C Desktop Support	Troy Buchanan	Corrections	Low		Closed	TTR Missed: No	0.38

Corrections

INC000000587220	Annette Hansen	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.09
INC000000587256	Debra James	PC/Laptop	Performance	None	TIR Missed: No	0.43
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.43
INC000000587271	Jane Davis	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587273	Richard Campbell	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587274	Nickole Lavery	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.04
INC000000587275	Dianna Roddom	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587276	Todd Hansen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587355	Karl Powell	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587367	Karl Powell	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587374	Michael George	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587394	Ronald Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587433	Valerie Willden	None	None	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587454	Amanda V Robinson	PC/Laptop	None	None	TIR Missed: No	0.01
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	3.63
INC000000587462	Amanda V Robinson	Telecom	Call/Receive	Telephone	TIR Missed: No	0.28
Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Closed	TTR Missed: No	0.71
INC000000587468	Doug Chambers	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587487	Darrell Meier	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587510	Teresa Paul	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.15
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.15

Corrections

INC000000587531	Edward Callahan	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587555	Kyle B Larson	None	None	Adobe Reader		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587605	Betty Jo Tripp	PC/Laptop	None	None		TIR Missed: No	0.02
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.69
INC000000587628	Lisa Dixon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587642	Todd Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587646	Rodney Wirthlin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587689	Branwen Miller	EIS Hardware	None	None		TIR Missed: No	0.27
	Strategic Communications	Luis Larios	Corrections	Low	Closed	TTR Missed: No	4.18
INC000000587698	Betty Jo Tripp	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587714	Ron McCloud	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587856	Katy Hilton	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	0.85
INC000000587890	Steve Yeates	Network	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000587901	Lisa Stewart	Network	Performance	None		TIR Missed: No	0.15
	Metro C Hosting	Robert England	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000587909	Damon Parcell	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.26
INC000000587915	Rick T Smith	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.22
INC000000587988	Branwen Miller	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588036	Katy Hilton	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588038	Jeffery Hansen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000588111	Sandra Fitzsimmons	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	1.96
INC000000588177	Lisa Neilson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588179	Joseph Goodwin	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588183	Matthew Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588191	Kathy M Robertson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588193	Dean Kelshaw	Application	Password	Utah Master Directory	TIR Missed: No	0.08
	Help Desk	Vicky Marrelli	Corrections	Low	Closed	TTR Missed: No	0.56
INC000000588252	John Martinez	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588259	Joshua Haskell	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588266	Michelle Christenson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588297	Susan Delong	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588299	Hollie Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588306	Claudio Cueva	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588307	Andy Pham	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588309	Mike Mccoy	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588315	Brent Webb	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	
INC000000588322	Shanalee Rolfson	None	None	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.74
INC000000588369	David Bradbury	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	

Corrections

INC000000588441	Doug Wright	Application	Password	Navision Offender and Recipien	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588456	John Christensen	Application	Error	Offender Tracking	TIR Missed:	No	0.13
	Metro C Hosting	Dana McDonald	Corrections	Low	Closed	TTR Missed: No	0.13
INC000000588479	Jerry Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588502	Jeffery G Hansen	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588503	Jeffery Hansen	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588505	Terri Lauchner	Network	Incident	Offender Tracking	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588600	Travis Clark	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588602	Timothy Jordan	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588604	Janeen Torres	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588646	Ashlea Anderson	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588701	Brent Daniels	PC/Laptop	Error	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588703	Dia Mower	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588714	Aimee Griffiths	Mobile Devices	None	None	TIR Missed:	No	0.31
	Application Services	Dustin Crump	Corrections	Low	Closed	TTR Missed: No	0.72
INC000000588719	Melissa Walker	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.35
INC000000588720	Brenda Oliekan	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Neil Smedley	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588835	Anthony Hobbs	Application	Error	Microsoft Excel	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588857	Shane Heaps	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	No	0.06
	Application Services	Dustin Crump	Corrections	Low	Closed	TTR Missed: No	2.86

Corrections

INC000000588868	Steve Yeates	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588870	Jennifer Bradbury	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588883	Jennifer Bradbury	Network	Password	Utah Department of Corrections	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588896	Ken England	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588900	James Weaver	PC/Laptop	Performance	None	TIR Missed: No	0.28
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.28
INC000000588915	Craig Balls	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588930	Debra James	Application	Error	Microsoft Access 2007	TIR Missed: No	0.16
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	2.36
INC000000588966	Paul Lefranc	Network	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000588978	Jennifer Bradbury	None	None	Utah Department of Corrections	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589018	Michael Carver	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589037	Laurie Reiser	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589100	Michael Allen	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	0.39
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.39
INC000000589114	Katy Hilton	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589129	Jeffery Hansen	Network	Password	None	TIR Missed: Yes	1.60
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	1.61
INC000000589184	Thomas D Laursen Jr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589192	Leslie Moorman	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589414	Karl Christiansen	Network	None	Offender Tracking	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000589431	Thomas Jindra	PC/Laptop	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	3.95
INC000000589433	Sharalee Boothe	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589459	Eric Winter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589473	Rohn C Peterson	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589509	Daniel Harman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589511	Cathy Hinckley	Telecom	Voice Mail	Telephone	TIR Missed: No		0.03
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Closed	TTR Missed: No	0.30
INC000000589518	Melissa Walker	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589523	Mike Ipsen	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589548	Melody Smith	None	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.91
INC000000589550	Richard B Jenkins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589568	Devon Davis	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589586	Thomas R Stafford	PC/Laptop	Error	Offender Tracking	TIR Missed: No		0.26
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.26
INC000000589592	Dustin Veater	Application	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589597	Brooke E Riley	Application	Reporting	Sex Offender Notification and R	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589690	Robert Maughan	None	None	None	TIR Missed: No		0.24
	Storage Services	Robert England	Corrections	Low	Closed	TTR Missed: No	0.24
INC000000589710	Dale Grace	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000589727	Jeff Gramse	Network	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000589733	Ashley Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000589781	Erica Blood	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000589789	Glenn Hiatt	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590007	Michelle Glover	Network	Password	None	TIR Missed:	Yes	3.65
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed:	No	3.65
INC000000590046	Julie Matson	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590100	John Capell	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590116	James Pivonka	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590117	Kirk Gates	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590123	Sharon Hansen	PC/Laptop	Error	Medical Tracking	TIR Missed:	No	0.25
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed:	No	4.04
INC000000590144	Terron O Barney	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590155	Paula Cook	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590182	Adam Mcdermott	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590194	Vinessa Trotter	Network	Error	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590223	Pete Walters	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590269	Janeen Torres	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590290	Wesley D Arnoldson	Application	Error	Sex Offender Notification and R	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590294	Daniel Hays	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00

Corrections

INC000000590299	Daniel Hays	None	None	None		TIR Missed:	Yes	1.00
	Rural North Desktop Support	Ryan Casey	Corrections	Low	Closed	TTR Missed:	No	1.00
INC000000590314	Daniel Peterson	None	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed:	No	0.99
INC000000590345	Lyle Wilde	None	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed:	No	0.11
INC000000590348	Denise Fullerton	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590364	Michael Sims	None	None	Cisco AnyConnect VPN Client		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590411	David L Hardy	Network	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590415	Edward Callahan	None	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed:	No	0.84
INC000000590423	Jeffery Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590441	Nichole Hearell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590458	Neil Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590490	Richard Port	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590498	Edward Callahan	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590499	Tiffanie Nunley	PC/Laptop	Performance	Microsoft Windows XP Professi		TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590513	Rich Glenn	PC/Laptop	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed:	No	2.67
INC000000590516	Damon Parcell	PC/Laptop	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed:	No	2.62
INC000000590574	Jodie Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000590580	Mike Haddon	Application	Error	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed:	No	

Corrections

INC000000590609	Viola Velarde	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000590624	Philip Miner	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000590660	Steven Ostler	PC/Laptop	Hardware	None	TIR Missed: No	0.22
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	1.82
INC000000590679	Doug Lamping	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000590754	Tanya Ekker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000590759	Philip Miner	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000590787	Trevor Larsen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000590795	Wayne Larson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000590797	Julie Strickland	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000590805	Kirk Christensen	Mobile Devices	Error	None	TIR Missed: No	0.31
Application Services	Danielle Hood	Corrections	Low	Closed	TTR Missed: No	0.91
INC000000590882	Jeff Moore	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	
INC000000590912	Harvey VanKatwyk	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Jeff Curtis	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591009	Daniel Harman	PC/Laptop	Performance	None	TIR Missed: No	0.07
Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.17
INC000000591037	Ivan H Madsen	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591041	Rue Larsen	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591074	Rick Duckworth	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591112	Christine Strong	Network	Password	Sex Offender Notification and R	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000591117	Michelle Glover	Network	Error	None		TIR Missed: No		0.49
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No		0.49
INC000000591158	Jeff Wilson	Application	Error	ZENworks for Desktops		TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591182	Kim Howick	PC/Laptop	Hardware	None		TIR Missed: No		0.51
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved	TTR Missed: No		0.58
INC000000591216	Annette Hansen	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591254	Ashlee Barrett	Network	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591270	Spencer Turley	Application	Error	Offender Tracking		TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591284	Genny Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591286	Robert Grace	None	None	Internet Explorer		TIR Missed: No		0.00
	Rural Central Desktop Support	Troy Morris	Corrections	Low	Closed	TTR Missed: No		0.32
INC000000591304	Sharon D'Amico	PC/Laptop	None	None		TIR Missed: No		0.07
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No		0.80
INC000000591309	Parm Patrick	Network	Incident	None		TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591311	Annie Hobbs	None	None	Offender Tracking		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591316	Cody Strickland	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591317	Steven Gerber	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591327	Al Whitehorse	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591381	Nick Flake	Application	Error	Internet Explorer		TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591404	Ashlea Anderson	Network	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000591424	Michelle Glover	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00

Corrections

INC000000591445	Teresa Bateman	EIS Hardware	None	None	TIR Missed: No	0.18
Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.18
INC000000591652	Mark Friedley	Network	None	None	TIR Missed: No	0.00
Metro C Hosting	Dana McDonald	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591662	Shanalee Rolfson	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591669	Craig Burr	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591689	Cami Ford	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591703	Kristi L Brown	PC/Laptop	Virus	None	TIR Missed: No	0.46
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	1.33
INC000000591757	Julie Strickland	Storage	Stand Alone	None	TIR Missed: No	0.00
Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591774	Lori Knowles	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591790	Taylor Snarr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591798	Aaron Parry	Application	Error	Google Chrome	TIR Missed: No	0.00
Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591832	Geraldine Schmidt	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591842	Eric Jacobson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591847	Richard Whimpey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591852	Michelle Glover	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591911	Justin Schelin	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591953	Jared Beers	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591970	Stephen Boban	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000591980	Jennifer Mortensen	Application	Password	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591992	Ron McCloud	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000591996	Debbie A Youngberg-Major	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000592006	Kendell Phillips	Network	Error	None	TIR Missed: No	0.47
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.47
INC000000592014	Rue Larsen	Network	Incident	None	TIR Missed: No	0.28
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.28
INC000000592019	Stephen Tebben	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000592077	Gregory Hendrix	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	0.27
INC000000592109	Craig Atwood	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.20
INC000000592111	William Hughes	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.18
INC000000592270	Billie Casper	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000592274	Craig Greenberg	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000592286	Carol Tingey	Network	None	None	TIR Missed: No	0.00
	Metro C Hosting	Jonathan Foster	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000592293	Cathie Trujillo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000592320	Martene Mackie	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000592336	Heather West	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000592340	Jennifer Branin	PC/Laptop	None	None	TIR Missed: No	0.05
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	4.01
INC000000592435	Jeff Wilson	Mobile Devices	None	Droid	TIR Missed: Yes	1.05
	Application Services	Danielle Hood	Corrections	Low	Closed	TTR Missed: Yes	6.39

Corrections

| INC000000592441 | Michael Buchanan | Application | Password | Utah Master Directory | TIR Missed: No | 0.08 |
| | Help Desk | Brenda Treadway | Corrections | Low | Closed | TTR Missed: No | 0.08 |

| INC000000592451 | Michael Buchanan | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592455 | Robert B Powell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592534 | Jennifer Bradbury | None | None | Microsoft Word | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592549 | Russell Gordon | Application | Password | Utah Master Directory | TIR Missed: No | 0.05 |
| | Help Desk | Brenda Treadway | Corrections | Low | Closed | TTR Missed: No | 0.05 |

| INC000000592584 | Jeff Gramse | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592682 | Wendy Campbell | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592722 | Joy Hunsaker | EIS Hardware | None | None | TIR Missed: No | 0.29 |
| | Strategic Communications | Luis Larios | Corrections | Low | Closed | TTR Missed: Yes | 12.64 |

| INC000000592723 | Katy Hilton | Application | Password | Utah Master Directory | TIR Missed: No | 0.08 |
| | Help Desk | Eileen Dubach | Corrections | Low | Resolved | TTR Missed: No | 0.08 |

| INC000000592739 | Betty Jo Tripp | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592750 | Daniel Harman | Application | Reporting | Adobe Reader | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592770 | Dan W Blanchard | Application | Error | Offender Tracking | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592824 | Travis Clark | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592843 | Holly Neville | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000592862 | Travis Clark | None | None | Java Platform SE | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000593049 | Rick Manwill | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Corrections | Low | Closed | TTR Missed: No | 2.76 |

| INC000000593050 | Andrew W Beckman | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Corrections | Low | Closed | TTR Missed: No | 1.90 |

Corrections

Incident	Name	Category	Type	CI	TIR Missed	Status	TTR Missed	Value
INC000000593086	Emily McRoberts	PC/Laptop	None	None	No		No	0.18
	Metro C Help Desk	Reed Stohel	Corrections	Low		Closed		0.18
INC000000593097	Jennifer Stansfield	Application	Error	ZENworks for Desktops	No		No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed		0.00
INC000000593112	Angelika Tuft	None	None	None	No		No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low		Closed		0.00
INC000000593113	Mike Parsons	Network	Password	Novell Client for 32-bit Windows	No		No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low		Closed		0.00
INC000000593151	Jay B Phelps	Application	Error	ZENworks for Desktops	No		No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed		0.00
INC000000593153	Jay B Phelps	Application	Error	Internet Explorer	No		No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed		0.00
INC000000593172	David Trahan	Network	Incident	None	No		No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed		0.00
INC000000593203	Russell Sainsbury	Telecom	None	None	No		No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low		Closed		0.17
INC000000593207	Jason Fairbanks	None	None	None	No		No	0.25
	Metro C Desktop Support	Ken Knobel	Corrections	Low		Closed		0.72
INC000000593212	Justin Hamilton	None	None	None	No		No	0.16
	Metro C Desktop Support	Ken Knobel	Corrections	Low		Closed		0.79
INC000000593216	Willis Richardson	None	None	None	No		No	0.13
	Metro C Desktop Support	Ken Knobel	Corrections	Low		Closed		0.59
INC000000593218	Charles Hobbs	Application	Password	Utah Department of Corrections	No		No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed		0.00
INC000000593219	Scott West	None	None	None	No		No	0.09
	Metro C Desktop Support	Ken Knobel	Corrections	Low		Closed		0.56
INC000000593220	Joel Deans	None	None	None	No		No	0.06
	Metro C Desktop Support	Ken Knobel	Corrections	Low		Closed		0.55
INC000000593222	David Rentmeister	None	None	None	No		No	0.04
	Metro C Desktop Support	Ken Knobel	Corrections	Low		Closed		0.54
INC000000593225	Linda Goudreau	None	None	None	No		No	0.24
	Metro C Desktop Support	Ken Knobel	Corrections	Low		Closed		0.99
INC000000593279	Darren Swain	PC/Laptop	Performance	None	No		No	0.78
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low		Resolved		0.78

Corrections

INC000000593286	Clayton Shumway	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593294	Katrina Berg	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593361	Becky Heaps	None	None	Gmail	TIR Missed:	No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Closed	TTR Missed: No	5.41
INC000000593374	Sandra Fitzsimmons	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural North Desktop Support		Ruston McKay	Corrections	Low	Closed	TTR Missed: No	
INC000000593377	Troy Strong	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593385	Valynn Espinoza	Network	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593398	Viola Velarde	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593408	Jeff Shardlow	PC/Laptop	None	None	TIR Missed:	Yes	1.68
Rural North Desktop Support		Ryan Casey	Corrections	Low	Closed	TTR Missed: No	1.68
INC000000593414	Travis Clark	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593422	Jeff Bland	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593427	Karen Liston	None	None	Gmail	TIR Missed:	No	0.00
PCHELPS Gmail		Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.32
INC000000593439	Kim Seegmiller	Application	Error	Internet Explorer	TIR Missed:	No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593444	Michelle Glover	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593554	Kelly R Preece	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593608	Randi Juergens	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural North Desktop Support		Ruston McKay	Corrections	Low	Closed	TTR Missed: No	4.26
INC000000593616	Kim Seegmiller	Application	None	None	TIR Missed:	No	0.00
Rural South Desktop Support		Doug Chaston	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593642	Matthew Coombs	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000593680	Tiffanie Nunley	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593744	Wendy Reece	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593747	Michael George	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593763	Charles Petersen	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Desktop Support	Jeff Curtis	Corrections	Low	Closed	TTR Missed: No	0.37
INC000000593772	Andrew McCain	PC/Laptop	Password	None		TIR Missed: No	0.35
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.39
INC000000593785	Kenneth Broadhead	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.28
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.28
INC000000593791	Ken W Broome	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593854	Jeremy Jeppson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593864	Linda Goudreau	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593907	Tracy Shock	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000593915	Chris Coombs	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	4.63
INC000000593944	Paul Truelson	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	1.65
INC000000594027	Katy Hilton	Application	None	Offender Tracking		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	2.89
INC000000594119	Tamera Pedersen	Application	Password	Utah Master Directory		TIR Missed: No	0.45
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	4.66
INC000000594236	Richard Whimpey	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000594359	Birdie Higbee	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000594383	Charity A Anderson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000594441	Candace Domingo	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594467	Corrin Gibbons	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594493	Todd Carter	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594497	Shane Wade	Network	Password	Utah Department of Corrections	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594525	Jeff Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594581	Melody Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594603	Tracy Shock	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594609	Daniel Harman	Application	Error	Novell GroupWise	TIR Missed: No	0.12
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	0.40
INC000000594631	Tracy Shock	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594709	Tracy Dawson	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594727	Dirk Witkamp	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594733	Charity A Anderson	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594734	Clayton Weathersby	Application	Password	Novell GroupWise	TIR Missed: No	0.31
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	5.72
INC000000594735	Todd Carter	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594739	Terry Dowe	Network	None	None		TIR Missed: No	0.20
Metro C Hosting	Robert England	Corrections	Low	Resolved	TTR Missed: No	0.20
INC000000594769	Tracey Hopkins	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594785	Robert Little	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000594818	Bradley Robinson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594826	Timothy Jordan	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594841	Kim Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594847	Karl Powell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594869	Ed Thacker	Application	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	2.91
INC000000594884	Timothy Jordan	Application	None	Microsoft Word	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594924	Dirk A Wilkinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594932	Kaye Houston	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000594941	Ron McCloud	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595056	Kyle B Larson	None	None	Navision Offender and Recipien	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595097	Dia Mower	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595118	Annette Hansen	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595134	Betty Jo Tripp	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595151	Matthew Landolfi	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595183	Robert Steele	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595263	Robert Steele	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	2.64
INC000000595389	Alan H James	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Jeff Curtis	Corrections	Low	Resolved	TTR Missed: No	0.07

Corrections

INC000000595391	Sidney Roberts	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Jeff Curtis	Corrections	Low	Resolved		TTR Missed: No	0.04
INC000000595407	Jeremy Howey	None	None	None		TIR Missed: No	0.34
Metro C Desktop Support	Ken Knobel	Corrections	Low	Resolved		TTR Missed: No	0.44
INC000000595410	Karl Christiansen	None	None	None		TIR Missed: No	0.23
Metro C Desktop Support	Ken Knobel	Corrections	Low	Resolved		TTR Missed: No	0.33
INC000000595412	Michael Lawrence	None	None	None		TIR Missed: No	0.12
Metro C Desktop Support	Ken Knobel	Corrections	Low	Resolved		TTR Missed: No	0.12
INC000000595418	Kevin D Rose	None	None	None		TIR Missed: No	0.06
Metro C Desktop Support	Ken Knobel	Corrections	Low	Resolved		TTR Missed: No	0.06
INC000000595424	Lee Liston	Application	None	Internet Explorer		TIR Missed: No	0.03
Metro C Help Desk	Chris Olson	Corrections	Low	Resolved		TTR Missed: No	0.03
INC000000595667	Steve Turley	EIS Hardware	None	None		TIR Missed: No	0.00
Metro C Help Desk	Chris Olson	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000595673	Jeff Moore	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000595680	Kevin Rutter	Network	Error	None		TIR Missed: No	0.18
Metro C Desktop Support	Jeff Curtis	Corrections	Low	Resolved		TTR Missed: No	0.75
INC000000595727	Ross A Williams	Network	Incident	None		TIR Missed: No	0.00
Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000595729	Jeff Macleod	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000595757	Cletis Steele	PC/Laptop	None	None		TIR Missed: Yes	1.10
Rural South Desktop Support	Lane Adams	Corrections	Low	Resolved		TTR Missed: No	1.10
INC000000595774	Jason Behunin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000595800	Debra James	None	None	Internet Explorer		TIR Missed: Yes	1.34
Application Support	Branden Thomas	Corrections	Low	Resolved		TTR Missed: No	1.34
INC000000595808	Kelly Willey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000595811	Dennis Baker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000595813	Peggy Monson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00

Corrections

INC000000595818	Janet McBride	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595830	Sonjia Cardwell	Application	Password	Utah Master Directory		TIR Missed: No	0.06
	Help Desk	Brenda Treadway	Corrections	Low	Resolved	TTR Missed: No	0.06
INC000000595842	Garrett McKean	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595847	Clyde Kramme	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595861	Scott Jackson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000595863	Jared Minnoch	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.44
INC000000595892	William Morell	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596057	Debbie A Youngberg-Major	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Corrections	Low	Resolved	TTR Missed: No	
INC000000596072	Brent Cude	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596099	Mary Brockbrader	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.09
	Metro C Desktop Support	Jeff Curtis	Corrections	Low	Resolved	TTR Missed: No	1.27
INC000000596107	Linda Goudreau	PC/Laptop	None	None		TIR Missed: No	0.05
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Resolved	TTR Missed: No	0.12
INC000000596116	Joshua Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596162	Michael Carver	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596264	Jessica Cook	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596363	Cliff Butter	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596366	Gregory Perry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596380	Gaye Keene	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000596395	Terron O Barney	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596403	Heidi Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596410	Travis Knorr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596477	Calvin Pickett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596488	Brenda Oliekan	PC/Laptop	Error	None	TIR Missed: No	0.18
	Rural North Desktop Support	Neil Smedley	Corrections	Low	Resolved	TTR Missed: No	0.18
INC000000596514	Marcelle Guglielmetti	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596593	Kim Johnson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596596	James Duckworth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596651	Tammy Hart	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596663	Dean Hamilton	Network	Password	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596685	Joshua Draper	PC/Laptop	Password	None	TIR Missed: No	0.16
	Rural North Desktop Support	Neil Smedley	Corrections	Low	Resolved	TTR Missed: No	0.16
INC000000596781	Glenda Torgerson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.18
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved	TTR Missed: No	0.18
INC000000596795	Brandi Herrera	Network	Password	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596811	Michael C Tracy	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596880	Robert Branham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596912	Kody Floyd	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	1.81
INC000000596920	Laurie Reiser	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000596924	Lonnie Cox	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596926	Scott Fails	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596938	LaNell Coon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596953	Jim Ingle Jr	Application	Reporting	Utah Department of Corrections	TIR Missed: No	0.14
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.14
INC000000596967	Spencer Turley	Application	Error	Novell GroupWise	TIR Missed: No	0.79
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.81
INC000000596978	Gena Caldwell	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000596983	Travis Harris	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597021	Preston Kay	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597029	Jerry Burnham	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597071	Lisa Stewart	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597082	Todd Hansen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597088	Steve Yeates	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597125	Raylene Payne	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597206	Keane M Janes	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597242	Sidney Roberts	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597266	Felicia Lagarce	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597282	Steve Burgess	Mobile Devices	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000597286	Rick Rasmussen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597300	Brooke E Riley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597367	Kenneth B Shepherd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597391	Lonnie Cox	Network	None	None		TIR Missed: No	0.56
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.56
INC000000597462	Becky Heaps	Network	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597486	Lynda Hamilton	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597670	Lynda Hamilton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.13
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Resolved	TTR Missed: No	0.13
INC000000597673	Dave Philpot	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597695	Joshua Haskell	Application	Password	Employee Gateway		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597719	Claudio Cueva	Application	Password	Access Point		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597720	Westyn Robinson	None	None	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597722	Gregory D Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597724	Andy Pham	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597767	Chad Oberhansly	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597780	Heather West	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597796	Richard Whimpey	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597850	David Worthington	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000597862	Jeremy Jeppson	Application	None	Offender Tracking		TIR Missed: No	0.20
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.20
INC000000597929	Brian Strong	Network	None	None		TIR Missed: No	0.67
	Campus Networking	Tim King	Corrections	Low	Resolved	TTR Missed: No	0.67
INC000000597930	Kyle B Larson	None	None	Navision Offender and Recipien		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000597983	Wade Gee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598039	Heather West	None	None	Utah Master Directory		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	
INC000000598076	Elizabeth O Smith	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598080	Nina Williams	None	None	Novell Messenger		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	
INC000000598172	Jeff Wilson	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.45
	Application Services	Dustin Crump	Corrections	Low	Resolved	TTR Missed: No	1.64
INC000000598181	Tanya Ekker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598238	Ron G Kelley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598291	Alan C Gardner	PC/Laptop	Virus	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598298	Devin Blood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598303	Linda Goudreau	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.85
INC000000598305	Christopher Kishiyama	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598319	Jerri H Ivie	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598330	Christopher Lyon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598370	Scott West	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000598540	Michael Allen	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598543	Darrell Meier	Network	None	None		TIR Missed: No	0.15
	Storage Services	Robert England	Corrections	Low	Resolved	TTR Missed: No	0.15
INC000000598567	Jackie Pino	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598568	Jackie Pino	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598604	Russ Armstrong	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Jeff Curtis	Corrections	Low	Resolved	TTR Missed: No	0.03
INC000000598631	Preston Reading	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598635	Scott W Curtis	Network	Password	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598636	Edward Robinson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598655	Sierra Schilling	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598657	Mark Thomsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598659	William Luke	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598683	Jim Ingle Jr	Application	Error	Adobe Acrobat		TIR Missed: Yes	1.18
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: Yes	6.57
INC000000598687	Kristie Montrois	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598697	Terri Salas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598701	Deborah Oviatt	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598715	Lynette Vance	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598724	Kristi L Brown	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000598732	Annette Hansen	Telecom	Voice Mail	None		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Resolved	TTR Missed: No	1.80
INC000000598742	David Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598796	Brent Webb	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598806	Tom House	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598837	Sheila Anderson	Application	Reporting	Microsoft Excel		TIR Missed: No	0.97
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.97
INC000000598842	Kevin Rutter	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598843	Aaron Douglas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598847	Doyle Cutler	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598885	Stephen Moore	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Jeff Curtis	Corrections	Low	Resolved	TTR Missed: No	0.08
INC000000598972	Mike Oviatt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000598985	Shanna Marx	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599031	Kirk Moncrief	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599057	Dan W Blanchard	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599064	Wayne Larson	Network	Performance	None		TIR Missed: No	0.34
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved	TTR Missed: No	1.50
INC000000599066	Wayne Larson	Network	Error	None		TIR Missed: No	0.14
	Network Operations	Jesse Fausett	Corrections	Low	Resolved	TTR Missed: Yes	9.70
INC000000599088	Brandon Johnson	Server	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599124	Brandon Gray	Network	Password	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000599163	Ross Williams	Network	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599248	Raymond Knight	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599256	Michael George	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599295	Bryce Degiulio	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599307	Michael Robinson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599333	Jeremy Jeppson	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599344	Ben Lassiter	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599346	Bonnie Broadhead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599354	Joseph Tryon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599397	Kevin Tucker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599418	Richard Laursen	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599422	Jeremy Shaw	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599464	Jennifer Shipman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599467	Susan Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599474	Kent Demill	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000599476	David Pulsipher	None	None	BlackBerry Configuration		TIR Missed: No	0.41
Application Services	Danielle Hood	Corrections	Low	Resolved		TTR Missed: No	0.76
INC000000599485	Neil Halladay	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00

Corrections

INC000000599487	Pete Walters	Network	Incident	None		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599489	Christopher Kishiyama	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599490	Brent Jacobson	None	None	Intime		TIR Missed: No	0.05
Metro C Hosting		Robert England	Corrections	Low	Resolved	TTR Missed: No	0.05
INC000000599508	Nori Huntsman	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599622	Greg Peay	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	0.05
INC000000599633	William Madsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599689	Lynda Hamilton	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599695	Wenda Stoker	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599701	Lynda Hamilton	Application	Reporting	Adobe Acrobat		TIR Missed: No	0.27
Metro C Desktop Support		Ken Knobel	Corrections	Low	Resolved	TTR Missed: No	0.27
INC000000599705	Paul Truelson	PC/Laptop	Performance	None		TIR Missed: No	0.03
Rural North Desktop Support		Ryan Casey	Corrections	Low	Resolved	TTR Missed: No	0.24
INC000000599725	Lance Christensen	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599746	Daniel Postguard	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599751	Richard Newton	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599784	Judith Henley	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599808	Marsha Surgeon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599867	Susan Anderson	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599874	Daniel Gappmayer	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000599937	Andrew Bowers	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000599981	Joseph B Herold	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.09
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.09
INC000000600059	Betty Lewis	Telecom	Call/Receive	None	TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600097	Darrell Meier	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600109	Dawn Freeman	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600264	Brady Belnap	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600266	Betty Kingsford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600268	Cary Rosquist	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600287	Leisa Bankhead	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600288	Suzi Padgett	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.56
INC000000600349	Jeremy Bertram	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600412	William Madsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600460	Steven I Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600462	Paul Binks	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600482	Doyle Cutler	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600523	Wayne Larson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600527	Richard Billings	Application	Error	Operations Management Syster	TIR Missed: No	0.03
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.03

Corrections

INC000000600584	Adrian Woodmansee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600588	Brittany Gilbert	PC/Laptop	Hardware	None	TIR Missed: No	0.09
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	0.30
INC000000600590	Angie Haifley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.31
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	1.44
INC000000600615	Dianna Lott	Telecom	Call/Receive	None	TIR Missed: No	0.14
Voice Operations	James Gifford	Corrections	Low	Resolved	TTR Missed: No	1.80
INC000000600691	Bryan Taylor	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600703	Howard Dunn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600708	Ryan marquardson	Network	Password	None	TIR Missed: No	0.00
Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600711	Devin Blood	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600774	Karl Christiansen	Server	Error	None	TIR Missed: No	0.00
Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	1.10
INC000000600775	Frederick Arn Slagowski	Network	Password	None	TIR Missed: No	0.00
Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600826	Alex Blaivas	Network	Incident	None	TIR Missed: No	0.00
Metro C Desktop Support	Jeff Curtis	Corrections	Low	Resolved	TTR Missed: No	0.19
INC000000600843	Daniel Harman	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600867	Denise Fullerton	PC/Laptop	Error	None	TIR Missed: No	0.15
Rural South Desktop Support	Ryan Bennett	Corrections	Low	Resolved	TTR Missed: No	0.15
INC000000600878	Darren Petersen	PC/Laptop	Password	None	TIR Missed: No	0.23
Rural North Desktop Support	Ryan Casey	Corrections	Low	Resolved	TTR Missed: No	0.23
INC000000600900	Bekka Dominguez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600909	Ron Wilson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000600913	Channa Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

Incident	User	Category	Subcategory	Item			TIR/TTR Missed		Value
INC000000600917	Michael Buchanan	None	None	None			TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved		TTR Missed: No		1.40
INC000000600969	Jerry Jensen	None	None	Gmail			TIR Missed: No		0.15
	Application Services	Dustin Crump	Corrections	Low	Resolved		TTR Missed: Yes		7.01
INC000000601031	Joyce Fackrell	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601097	Claudette Winegar	None	None	None			TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601103	Daniel Harman	PC/Laptop	None	None			TIR Missed: No		0.05
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved		TTR Missed: No		0.05
INC000000601165	Shellie Parks	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601166	Mitch Carver	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601174	Caroline McGee	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601177	Daniel Niebuhr	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601191	Aida Woodward	None	None	None			TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601211	Debra Nelson	Application	Error	Novell GroupWise			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601223	Daniel Provstgaard	None	None	Gmail			TIR Missed: No		0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601265	Adam Boswell	Network	Password	None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601290	Richard Whimpey	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601311	Terry Jeffries	None	None	None			TIR Missed: No		0.07
	Metro C Desktop Support	Jeff Curtis	Corrections	Low	Resolved		TTR Missed: No		0.79
INC000000601320	Joslyn Pilling	None	None	None			TIR Missed: No		0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved		TTR Missed: No		0.00
INC000000601347	Justin Willden	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved		TTR Missed: No		0.00

Corrections

| INC000000601398 | Daniel Harman | None | None | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: | No | 0.00 |